

**FRESNO, CALIFORNIA  
CLASS SPECIFICATION**

**UTILITIES CUSTOMER FIELD SUPERVISOR**

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**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Utilities Customer Field Supervisor is the fourth level in a four-level Code Compliance Utilities series. Incumbents are responsible for supervising utility services staff and daily operations. Incumbents also investigate reports of inappropriate waste collection and disposal and monitoring compliance with applicable codes, laws, policies, and regulations related to water waste by residents and business owners. Incumbents may inspect all new subdivisions, sporadic construction, and room additions to establish rates for service.

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The Utilities Customer Field Supervisor is distinguished from the Utilities Customer Field Senior by its first-line supervisory responsibilities.

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**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

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QUENCY**

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1. Supervises Utilities customer field staff including prioritizing and assigning work; coaching and conducting performance evaluations; ensuring staff are trained; ensuring employees follow practices, policies and procedures; maintaining a healthy and safe working environment; and, making hiring and disciplinary recommendations.
2. Supervises daily services and operations, including planning, coordinating, administering, and evaluating projects, procedures, systems, and standards; developing and coordinating work plans; inspecting in-progress and completed work to ensure conformance with established standards; participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards.
3. Identifies, responds to, and resolves issues and concerns from customers and assigned staff or related to safety issues.
4. Prepares and maintains a variety of records, files, reports, work orders, and/or other related information related to operational activities for the division, including compiling statistical data.
5. Assists utility employees with complex customer service activities.

Daily  
20%

Daily  
25%

Daily  
20%

Daily  
15%

Daily  
5%

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6.	Promotes safety and efficiency <u>by ensuring the completion of</u> inspections, repairs, maintenance, and the operation of equipment and vehicles.	Daily 5%
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<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)		<b>FRE- QUENCY</b>
7.	Participates in/on a variety of meetings in order to receive and convey information.	Weekly 5%
8.	Prepares and processes purchase orders and requests for expenditures related to tools, parts, equipment, and supplies within established guidelines; <u>Assists in budgetary process.</u>	Weekly 5%
9.	Performs other duties of a similar nature or level.	As Required

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<b>Training and Experience</b> (positions in this class typically require):	
•	<u>Bachelors degree from an accredited college or university, and two years of experience</u> equivalent to a Utilities, Customer Field Senior with the City of Fresno are required;
OR	
•	or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
	<u>Minimum two years driving experience preferred.</u>

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<b>Licensing Requirements</b> (positions in this class typically require):
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• Basic Class C License

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**Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Principles, policies, practices and operations in assigned area of responsibility;
- Routine procurement principles;
- Inventory management principles and practices;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Applicable tools, equipment, vehicles and hardware and software related to area of responsibility;
- Mathematical concepts;
- Customer service policies, principles and practices;
- Basic geography;
- Research methods;
- Delinquent account collection methods
- Utilities services system operations;
- Recordkeeping principles and practices.

**Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating the work of subordinate staff
- Priorizing and assigning work
- Training employees in proper work methods
- Dealing tactfully with difficult people both telephonically and in person
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Planning efficient routes
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Applying researching methods
- Purchasing materials, equipment, and supplies
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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**Physical Requirements:**

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils, travel and disruptive people.

**Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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**Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007